LSC is gathering information about outcome measurements. As part of this, consultant Colleen Cotter is interviewing a variety of people. Below is the interview form she is using for these structured interviews. If you have thoughts about this project, you may download this form, insert your comments and email to Colleen Cotter at cmcotter@earthlink.net.

Name:

Title: Program:

Date: E-mail address:

1.   What is your role in legal services (or other)?

2.   Do you have any experience with measuring the outcome of legal services programs or other types of programs?

3.   Are you aware of any programs that measure outcomes either within or outside legal services programs?

         If yes – name, including contact information if possible.

4.   Are you aware of any funders that require grantees to measure outcomes?

         If yes – name, including contact information if possible.

5.   Are you aware of any academic work done in the area of measuring outcomes?

         If yes – name, including contact information if possible.

Process:

6.   What process should LSC use to develop a system of outcome measures?

7.   Should LSC set up a working group to develop outcome measures with field program participation?

8.   Who else should be on this working group?

9.   Should LSC hire a consultant to work on this project? What qualifications would such a consultant have?

10.   How should new outcome measures be tested?

11.   How should programs be trained to use outcome measures?

Substance:

12.   What should be the goal of measuring outcomes?

13.   What outcomes should LSC try to measure?

14.   Should outcomes be measured for cases, matters, others?

15.   Should measurements be focused on outcomes for individual clients, clients' families, client communities, or something else?

16.   What kind of time frame should be considered in measuring an outcome? (i.e. after case closed, 3 months after, 1 year after?)

17.   What mechanism should be used to determine outcomes? (i.e. can programs indicate individual outcomes or will outside sources be needed? How does a program determine an outcome?)

18.   How much (in terms of resources) should programs be expected to expend in order to track or determine outcomes?

19.   What uses do you think programs can/should make of outcome measurements?

20.   Can/should outcome measures be used to assess the cost or efficiency of achieving particular outcomes?

21.   Can/should outcome measurements be used to compare the value or efficiency of achieving particular outcomes?

22.   How should an outcome measurement system fit in with other mechanisms or systems of evaluation?

23.   What do you think should be LSC's role in measuring outcomes?

24.   What other things should be considered in developing outcome measures?

25.   If you have experience in using outcome measurements, what are some lessons you have learned – what works and what doesn't work?

Other Resources?

26.   Do you know of any resources to which we can turn to learn more about outcome measurements?

27.   Do you know of any people I should talk to in this process?

28.   Do you have any other comments about outcome measures or this process?